

MOTION BY SUPERVISORS KATHRYN BARGER AND
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Los Angeles County Homeless Outreach Portal (LA-HOP)

In July of 2018, The Los Angeles County Homeless Outreach Portal (LA-HOP) was launched by the Los Angeles Homeless Services Authority in collaboration with the Los Angeles County Health Agency and the Los Angeles County Homeless Initiative. This online portal allows the public to request help and have outreach workers dispatched to connect with people experiencing homelessness.

Funded by Measure H, the new platform allows communities, first responders and service providers to provide information on homeless persons on the street and request outreach. Each request is routed appropriately and the outreach response is tracked through the portal. Outreach coordinators in each Service Planning Area (SPA) organize all requests and deploy the most appropriate outreach team to the identified area, with the goal of reducing response times to those in need.

With nearly 40,000 people living on the streets of Los Angeles County, the need for outreach services is great. Since its launch earlier this year, 3,848 requests have been submitted through LA-HOP, with the majority of the requests being submitted in Service Planning Areas 2 and 4. LA-HOP has augmented existing outreach efforts conducted via Measure H-funded teams. These tools, working in tandem, continue to help us increase the number of contacts throughout the County leading to over 17,000 unduplicated engagements during Fiscal Year 2017-18. While LA-HOP has made it easier and more efficient for the public to request help for individuals in need, there is room to enhance access and utilization of this resource to improve connections to housing and services for individuals experiencing homelessness in Los Angeles County.

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WE, THEREFORE, MOVE that the Board of Supervisors direct the CEO Homeless Initiative, in coordination with the Los Angeles Homeless Services Authority, to report back in 60 days with the following:

1. An assessment of how the Los Angeles County Homeless Outreach Portal (LA-HOP) is working in conjunction with other outreach strategies and tools; and,
2. An assessment of the current utilization of LA-HOP by region and requestor-type with recommendations to increase awareness and utilization among key groups, including first responders and service providers; and,
3. Recommendations for streamlining access to LA-HOP.

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KB:dvs